



## CUSTOMER SERVICE POLICY

**Organization Vision:** The people of our organization feel part of a team creating a strong and vital community, continually satisfying customers, and accomplishing this work with pride and enjoyment.

**Customer Service Approach:** Fremont employees are helpful and interactive partners with each other and with the community to solve problems. We work together to ensure that customer concerns and community needs are completely resolved. We treat others as we wish to be treated. We value meaningful and effective communication, and use the following as a guideline for our interactions:

1. Seek to understand the problem or request by actively listening and questioning to clarify information and interests.
2. Take the initiative to creatively solve problems. Be proactive in seeking solutions, and involve other staff members, community members, departments or agencies as needed in crafting innovative solutions.
3. Use sound judgment. Base your response on knowledge, training, and City policies. If you don't know, ask!
4. Give an honest, direct response.
5. Take responsibility to see that questions are answered. If you refer someone to another person, follow up to see that his or her interests were heard, understood and addressed.
6. Respond to phone calls and e-mails as soon as possible, but at least within 24 hours, and get back to the customer as agreed.
7. Treat people ethically and with integrity.
8. Encourage communication between members of the community to increase knowledge and problem-solving capacity.
9. Regularly examine your performance and efficiency. Use what you learn from your contact with customers to improve service. Seek feedback from customers.
10. *Go the extra mile!*

